Exchange Logistics

TMS Frequently Asked Questions

Dear Exchange Partner,

Our TMS (Transportation Management System) was implemented in 2004 for us to use for dynamic routing with our FOB term Origin vendors POs. We currently have over 3,000 vendors participating in our TMS program and still continue to increase. TMS allows us to monitor and review POs released in the system which means we can be proactive on shipments, expedite freight, and provide ITV (In Transit Visibility) to our buying team and facilities.

Our TMS Team receives many emails and telephone calls from our vendors asking questions concerning our TMS. We have put together a list of frequently asked questions (FAQ) and links to assist you.

Below are several frequently asked questions about TMS.

Q. I'm looking for documentation about TMS and how to navigate through the system. Where can I find this?

A. All TMS documentation is available through the following link. http://www.shopmyexchange.com/DoingBusiness/logistics.htm#tabs-4

Q. My order states to ship via partners.aafes.com, but I'm not sure what to do. Who should I contact?

A. Please contact the TMS Team at zzlgtms@aafes.com for assistance. Please include your PO and/or vendor codes with your inquiry.

Q. Do all orders with a ship via partners.aafes.com need to be released for routing?

A. Yes. All orders regardless of size must be released in TMS for routing.

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Q. I have TMS access, but the order I'm looking for is not showing up when I search for it. What should I do?

A. Please contact the TMS team at zzlgtms@aafes.com for further assistance. Please include the purchase order number, and the first and last name of the "Partners" account owner.

Q. I have an order I need to release for routing. What is the earliest date pick up date I'm able to use?

A. In order for carriers to properly plan for your shipment, TMS requires that the order be released for processing 72 hours in advance of when you want the order to ship. This means your start ship date must always be a minimum of 3 days out from the date you are releasing the order. Failure to comply with this standard will cause your orders to fail to process, and may result in compliance charges to your company.

Q. I'm in the process of releasing a TMS order for routing. Am I required to verify the shipment weight, cube, and pieces?

A. Yes. TMS makes shipping determinations based on the information that is provided when an order is released.   If the information provided does not accurately reflect what you are shipping, incorrect decisions can be made by the system. Frequently, these incorrect decisions increase the cost of shipping for the Exchange, which will be charged back to your company.

Q. I'm shipping my order on pallets, but I've released my order into TMS without including the pallet weight. Can I be charged?

A. Yes. Vendors are responsible for adding pallet weight to order releases. TMS, your bill of lading, and the actual weight of your shipment must all match. Failure to add the pallet weight changes the cost of moving the shipment. As a result, TMS is unable to pay carrier electronically and results in billing problems. **Effective May 1, 2013, all orders with incorrect weight are subject to non-compliance charges for carrier reweighs.**

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Q. The weight and cube values for my order are consistently incorrect, and I'm tired of having to adjust orders every week. Is there a solution to correct this?

A. Yes. When a purchase order is issued, the item weights and cubes are pulled from the Exchange buying software. If you are consistently seeing incorrect weight and cube, contact your buyer to have your item information updated.

Q. I have a late order I'm planning to ship, but the buyer has not issued an amendment. Should I release this PO in TMS for routing?

A. No. Releasing and waiting for routing will only further delay your shipment. Orders that have passed the contract ship date cannot be processed until the amendment has cleared the system. Releasing an order passed the contract ship date will result in routing request cancellation and/or compliance charges.

Q. The buyer has issued an amendment for my order today, but it's not showing in TMS. What should I do?

A. Overnight processing is required for the amendment to transfer from the buying system to the logistics systems and TMS. Please wait until the next day to release your order. If you are still unable to see the change the next day, please contact the TMS team for additional assistance.

Q. When does TMS order processing occur?

A. TMS processing occurs Sunday-Friday at 6pm Central Standard Time. If you are releasing orders after this timeframe, you will need to add an additional day for processing to your start ship date.

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Q. I have already released my order into TMS for processing, but I need to make changes. What do I do?

A. Please contact the TMS Team at zzlgtms@aafes.com for assistance. Please include your PO and/or vendor codes with your inquiry. Failure to notify the TMS team of changes (including but not limited to weight, cube, pieces, and carrier) may result in excess freight and/or compliance charges being assessed to your company.

Q. The carrier assigned to my shipment did not pick-up on time, or missed the established pick up appointment. What should I do?

A. Please contact the TMS Team at zzlgtms@aafes.com for assistance. Please include all relevant details regarding the late or missed pick-up.

Q. I have pieces left over from a PO that was already picked up. Can I ship the remainder?

A. Buyer approval is required for all back orders. TMS does not handle routing back orders. If you have buyer approval for a back order, please submit a manual routing request to zzlgconusrouting@aafes.com, and also include all relevant email traffic to include the buyer's approval.

Q. Our contact for TMS orders has changed. How do we update our information?

A. Changing contact information is handled through the AddressKeeper function inside of TMS. To update your contact information, you'll need to navigate through the address listing to find your company's information. Once you have located your address entry, you can make the required changes and click the save button to keep your changes. Please note these changes will only affect orders released after the change has occurred. Previous orders will not be affected. If you have further questions about this process, please contact the TMS team at zzlgtms@aafes.com.

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Q. What information is required on the bill of lading for my TMS order?

 A. Vendors are responsible for the bill of lading for all TMS orders. Your bill of lading should always include your PO and TMS shipper reference number. Failure to list these items frequently causes carrier billing problems, and may result in compliance charges to your company. If the designated carrier has offered your freight to a third party, your bill of lading should have the TMS designated carrier as the bill to.

Q. Do I need to detail the number of cases or pieces on my bill of lading?

A. Yes. It's in the best interest of both your company and the Exchange to include detailed records of what your company is shipping. If your bill of lading simply lists the number of pallets shipping, the receiving destination not only has a more difficult time identifying if items are missing from a shipment, but also determining if missing items simply didn't ship or was lost in transit.

Q. Someone has contacted me requesting for an order to have expedited shipping. Do I contact the carrier and let them know?

A. No. Expediting shipping requests must be approved through the buyer. If the buyer approves of expediting an order, please contact the TMS team at zzlgtms@aafes.com for further assistance. Please be sure to include relevant email traffic with your request.

Q. I received an email stating my shipment was rejected. What does this mean?

A. Rejection notifications are to notify the vendor that the carrier who the load was offered to did not accept the shipment. The way our system works, shipments are offered to a carrier. If that carrier does not accept (rejects shipment), it is automatically offered to another carrier. This process repeats until the shipment is accepted. Receiving a rejection notice is a normal part of the TMS routing process. Your shipment will continue to be offered to carriers until it is confirmed.

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Q. Am I required to include the shipment information in my ASN?

A. Yes. The carrier name and PRO/freight bill number should be included in your ASN. Not including this information makes shipment research much more difficult if problems arise. More often than not, additional research means we will have to contact your company to research also. Providing the necessary information in the ASN saves time and research for both the Exchange and our suppliers.